



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

1200 New Jersey Avenue, SE
Washington, DC 20590

August 28, 2013

[REDACTED]
East Boston, MA [REDACTED]

NVS-216 nlm
Ref. No. 10536636

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2006 Volvo XC70 vehicle. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair motor vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect trend may exist. We do not have authority to act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

You indicate while you were driving your MY 2006 Volvo XC70 you heard a banging and rattle noise on the right side of the vehicle. The vehicle was towed to the dealer and upon inspection they found the right front coil spring was broken. Due to the low mileage you request that Volvo reimburse you for the repair and towing charges you incurred.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to coil spring failures in MY 2006 Volvo XC70. At this time, there is insufficient evidence to indicate a defect trend and thus warrant opening a safety defect investigation. However, the information you provided has been entered into our database. It will be considered with future reports to identify any safety defect trends that may require our attention. The NHTSA investigation and recall process is on our web site at www-odi.nhtsa.dot.gov/recalls/recallprocess.cfm.

Your request for compensation for the repair and tow expense does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency or the Massachusetts Office of the Attorney General regarding your problem and rights under the State law. You may also ask your dealership for a meeting with a Volvo district manager regarding your problem.

In addition, the Federal Trade Commission (FTC) has jurisdiction over remuneration matters, defects, paint, fraud or deception, warranty and dealership problems, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their web site at www.bbb.org to file a complaint and review eligibility information, or call BBB Auto Line at 1-800-955-5100.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Auto Safety Hotline at 1-888-327-4236. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our web site.

Sincerely,



Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement